

LMPD Priority 1 - Pickup to Dispatch - 90 Seconds Emergency Services



KPI Owner: Angela Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Mar-Apr '15 - 35% not within 90 sec Goal: No more than 30% of Priority 1 calls exceed 90 seconds in processing time Total Opportunities: 428 Benchmark: None	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of Priority 1 calls for service that were not dispatched from 911 dispatch to an LMPD unit in 90 seconds Why Measure: To ensure the most efficient and correct response Next Improvement Step: Implement unified protocol; divisional meetings to discuss performance metrics with supervisors/managers

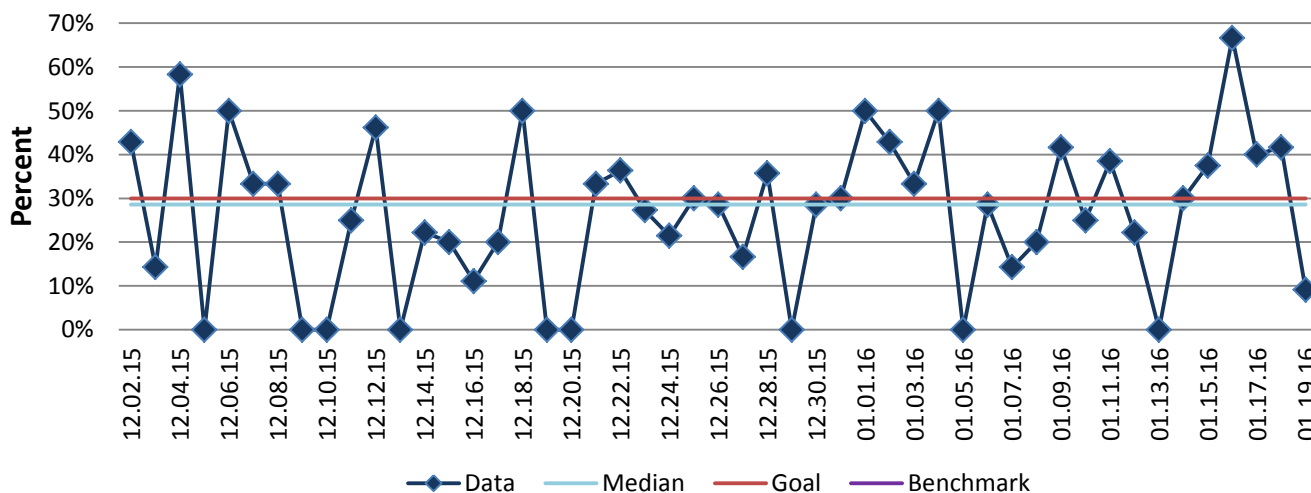
How Are We Doing?

12.20.15-01.19.16 1 Month Goal	12.20.15-01.19.16 1 Month Average		01.19.16 Goal	01.19.16 Actual	
30%	28%		30%	9%	
Percent	Percent		Percent	Percent	

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Good



01.01.16-01.19.16 Pareto Analysis

